COLORADO DEPARTMENT OF HUMAN SERVICES
DOMESTIC VIOLENCE PROGRAM

DATA REPORTING REQUIREMENTS GUIDE

Instructions, Definitions, Policies & Procedures

Version 2.0

FY 2014

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Congratulations on receiving funding from the Colorado Department of Human Services, Domestic Violence Program (DVP). In order to assist your program in understanding the reporting requirements and expectations of your DVP contract, we have created this Data Reporting Requirements Guide. It is your responsibility to thoroughly review this guide and to comply with identified requirements. DVP staff is always available to provide clarification and assistance.

GENERAL POLICIES

All programs that receive funding from DVP are required to collect and report data related to the delivery of services to victims of domestic violence and their children, as well as activities related to the prevention and awareness of domestic violence. **DVP-funded programs must collect all information related to domestic violence services, including program components that are not funded by DVP.**

Data collection is driven by the Federal Department of Health and Human Services, Family and Youth Services Bureau, which disperse approximately $1.5 million annually to the state of Colorado through the Family Violence Prevention and Services Act (FVPSA) grant. In turn, the DVP awards 95% of these funds directly to the community-based domestic violence programs in Colorado, who provide crucial crisis intervention to victims and their dependents and domestic violence awareness to their respective communities. DVP utilizes the FVPSA requirements to inform data collection and outcome measurement policies and procedures.

Although reporting is driven by FVPSA data collection, it also encompasses the requirements from other funding sources distributed by DVP. DVP provides the federal FVPSA administration with data and outcome results annually. Additionally, the DVP develops an annual report to distribute to program stakeholders and the general public. Due to the linkages between the significant sources of federal funding and reporting, all DVP-funded programs must follow all guidelines related to data collection and reporting.

Additionally, The Colorado Department of Human Services (CDHS) has implemented C-Stat, a management strategy that analyzes performance using the most currently available data. C-Stat allows Divisions within CDHS to pinpoint performance areas in need of improvement and then improve those outcomes, helping to enhance the lives of the populations that CDHS serves and to provide the best use of dollars spent. Through root cause analysis, CDHS can determine what processes work and what processes need improvement. By measuring the impact of day-to-day efforts, CDHS makes informed, collaborative decisions to align efforts and resources to affect positive change. As a program within CDHS, DVP is required to collect data from funded programs to report on at monthly C-Stat meetings.

DATA SUBMISSION

DVP now requires a Monthly Report as well as a Quarterly Report. These reports will be submitted via Google Forms by the Data Report Contact identified on the DVP Contact Form. DVP will make these forms available to the Data Report Contact. It is each program's responsibility to provide DVP with a current contact person to receive the link. To use the form, enter data in the spaces provided directly on the form. Once complete, click the submit button to send it to DVP. DVP has provided an Excel Form to organize and save the data for submission. This tool can be found at www.colorado.gov/cdhs/dvp.

REPORTING DUE DATES

Monthly Reports		Quarterly Reports		
Month	**Due Date**	**Quarter**	**Dates**	**Due Date**
October	November 20, 2013	**First**	October 1 – December 31	January 20, 2014
November	December 20, 2013			
December	January 20, 2014			
January	February 20, 2014	**Second**	January 1 – March 31	April 20, 2014
February	March 20, 2014			
March	April 20, 2014			
April	May 20, 2014	**Third**	April 1 – June 30	July 20, 2014
May	June 20, 2014			
June	July 20, 2014			
July	August 20, 2014	**Fourth**	July 1 – September 30	October 20, 2014
August	September 20, 2014			
September	October 20, 2014			

<u>Per DVP contract requirements, funded programs must submit data reports on time.</u>

DVP will email the links to complete the reports monthly/quarterly, but no other reminders will be provided. A letter of non-compliance will be sent 48 hours after the deadline has passed. If the deadline falls on a weekend or holiday, please submit the report the following business day.

DATA COLLECTION PROCESSES

Each funded program must develop internal processes to collect data and ensure timely reporting to DVP. Examples include development of spreadsheets, databases, or the use of database software. DVP has provided an Excel spreadsheet to be used as a tool for funded programs. DVP may view samples of case records and data collection processes during site visits or as otherwise requested. All victim-identifying information must be removed from case records submitted to the DVP for review. Failure to collect data or provide samples of case records according to policies and procedures may result in suspension or loss of funding.

QUESTIONS AND TECHNICAL ASSISTANCE

DVP is available to help with any data collection or reporting questions. Please contact:

Chelsea Baldwin
DVP Coordinator
303-866-3408
Chelsea.Baldwin@state.co.us

USING THIS GUIDE AND OTHER TOOLS AND TEMPLATES

Review this guide thoroughly before beginning data collection or submitting reports to DVP. This guide has screen shots of the Google Form that will be used for data submission, definitions of terms, instructions on data collection and quick tips for reporting. There are links available to access the DVP website (www.colorado.gov/cdhs/dvp) to download the DVP Data Reporting Tool (Excel) as well as templates for surveys, TANF Affidavits, and more. Additionally, DVP has provided an FAQ section at the end of the guide for assistance.

HOW TO COMPLETE YOUR MONTHLY REPORT

DVP has moved to collecting data from funded programs via Google Forms. DVP will send the Data Report Contact (from the DVP Contact Form) information on accessing this form. Once you complete a page, click the "Continue" button to move on. The Google Form will not save your responses until you click submit. You may edit your responses after submission (see Appendix A).

Program Contact Information – complete the requested information pertaining to your program. These questions will be required to complete: you will not be able to complete the rest of the form until these questions are filled out.

Does your program provide residential services? – Click yes if your program provided residential services during the reporting month to continue to Section 1. Click no if your program did not provide residential services to continue to Section 2.

DEFINITION

Residential – an individual who completes a shelter intake process to enter a residential facility, motel room, or safe home. This includes clients who utilize motels and/or safe homes. Do not count transitional housing clients.

Domestic Violence Program Monthly Report

Please fill out this form completely. If you have any questions, please consult the DVP Data Reporting Requirements Guide. The Guide can be found at www.colorado.gov/cdhs/dvp. Once complete, click the "submit" button.

Program Name

City/Town

Phone Number

Name of Individual Completing Report

Email of Individual

Program Contact Information

Does your program provide residential services?
- Yes
- No

This question will direct you to different parts of the report based on your answer.

Continue »

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Section 1: Residential Programs

New/Unduplicated Adults – report all Women, Men and Non-Specified Gender adults (over 18) who begin receiving services from the program during the specified reporting period. DO NOT report children in this section.

Total Number of Clients Leaving Shelter – report all adults (women, men, and non-specified gender) that have exited the shelter during the specified reporting period. DO NOT report children in this section. [This number provides the basis of the number of clients that should at the very least be given a survey.]

Average Length of Stay - average length of time clients are in shelter for clients that have exited during the reporting period. To determine Average Length of Stay: Total number of nights of shelter / total number of exiting adults. For example: If your program had 50 nights of shelter and 5 adult clients left during the reporting month – 50/5 = 10 days is the average length of stay.

DEFINITION

New/Unduplicated – the designation given to a person who begins receiving services from the program, or volunteer who begins providing services to the program, during the specified reporting period. All clients who contact the program for the first time are counted new once per calendar year. New clients are unduplicated, meaning they cannot be counted multiple times, unless they move from one population to another.

Domestic Violence Program Monthly Report

Section 1: Residential Programs
Only complete this section if your organization offers residential services.

New Unduplicated Adults

[ ]

Total Number Clients Leaving Shelter

[ ]

Average Length of Stay

[ ]

Number of Surveys Distributed

[ ]

Number of Surveys Returned

[ ]

Number of Survivors Who Increased Their Strategies for Enhancing Their Safety

[ ]

Number of Survivors Who Increased Their Knowledge of Community Resources

[ ]

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Number of Surveys Distributed – report the number of surveys that staff and volunteers gave to clients during the reporting period. The goal is 80% of clients leaving shelter will receive a survey.* (NOTE: while the goal is 80%, DVP strongly recommends attempting to provide surveys to 100% of clients leaving shelter to avoid selection bias – see the Data Collection Protocol for more information).

Number of Surveys Returned – report the number of surveys that were *completed* and returned by clients. The goal is to have 65% of surveys returned.* Do not count incomplete surveys as returned. An incomplete survey is one that does not have both outcome questions answered. [This number is the basis to determine if the program reached the goals set forth by CDHS for the two FVPSA outcomes.]

* These goals were set using three quarters of data from the FY13 quarterly reports. These goals are subject to change during the contract year.

QUICK TIP FOR REPORTING

One common mistake in reporting these outcomes is the use of anecdotal information. To report on these two outcome measures, you can only use data from the surveys that have been distributed and collected according to the Data Collection Protocol and they must be **anonymous**. This means that the numbers reported for these outcomes can never be more than the number of surveys returned.

Number of Survivors Who Increased Their Strategies for Enhancing Their Safety – report the number of clients that indicated on their survey that they have increased their strategies for enhancing their safety. This is a FVPSA Outcome Measure that is reported to C-Stat.

Number of Survivors Who Increased Their Knowledge of Community Resources – report the number of clients that indicated on their survey that they have increased their strategies for enhancing their safety. This is a FVPSA Outcome Measure that is reported to C-Stat.

Does your program provide non-residential individual counseling and/or supportive services/advocacy? – Click yes if your program provided the above services during the reporting month to continue to Section 2. Click no if your program did not provide the above services to continue to Section 3.

Domestic Violence Program Monthly Report

Does your program provide Non-Residential Individual Counseling or Supportive Services/Advocacy?

○ Yes
○ No

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This question will direct you to different parts of the report based on your answer.

DEFINITION

Non-Residential – defined as a victim of domestic violence who requires more from the program than crisis intervention or information and referrals. Non-residential clients do not reside in the program's shelter. Do not count transitional housing clients or clients served in a batterer treatment program in this category.

Section 2: Non-Residential Individual Counseling and/or Supportive Services/Advocacy

Domestic Violence Program Monthly Report

Section 2: Non-Residential Individual Counseling and/or Supportive Services/Advocacy
Only complete this section if your organization offers Non-Residential Individual Counseling and/or Supportive Services/Advocacy.

New Unduplicated Adults

Number of Clients that have Attended at Least Three (3) Meetings

Number of Surveys Distributed

Number of Surveys Returned

Number of Survivors Who Increased Their Strategies for Enhancing Their Safety

Number of Survivors Who Increased Their Knowledge of Community Resources

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New/Unduplicated Adults – report all Women, Men and Non-Specified Gender adults (over 18) who begin receiving Individual Counseling and/or Supportive Services/Advocacy from the program during the specified reporting period.

Number of Clients that have Attended at Least Three (3) Meetings – report the number of clients that have had at least three meetings or sessions with your program. These meetings/sessions may have different purposes (i.e., first contact is the intake, second is an advocacy call that lasts at least 15 minutes, and third is a counseling session). [This number is the basis for determining which clients at the very least should be given a survey.] ** Please see Data Collection Protocol for updated information regarding this data point.

Number of Surveys Distributed – report the number of surveys that staff and volunteers gave to clients after their third meeting/session. The goal is 80% of clients who have had three meetings will receive a survey.* (NOTE: while the goal is 80%, DVP strongly recommends providing surveys to 100% of clients.)

Number of Surveys Returned – report the number of surveys that were *completed* and returned by clients. The goal is to have 65% of surveys returned.* Do not include incomplete surveys as returned. An incomplete survey is one that does not have both outcome questions answered. [This number is the basis to determine if the program reached the goals set forth by CDHS for the two FVPSA outcomes.]

* These goals were set using three quarters of data from the FY13 quarterly reports. These goals are subject to change during the contract year.

Number of Survivors Who Increased Their Strategies for Enhancing Their Safety – report the number of clients that indicated on their survey that they have increased their strategies for enhancing their safety. This is a FVPSA Outcome Measure that is reported to C-Stat.

Number of Survivors Who Increased Their Knowledge of Community Resources – report the number of clients that indicated on their survey that they have increased their strategies for enhancing their safety. This is a FVPSA Outcome Measure that is reported to C-Stat.

Does your program provide non-residential support groups? – Click yes if your program provided the above services during the reporting month to continue to Section 3. Click no if your program did not provide the above services to continue to Section 4.

Domestic Violence Program Monthly Report

Does your program provide Non-Residential Support Groups?
○ Yes
○ No

This question will direct you to different parts of the report based on your answer.

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Section 3: Non-Residential Support Groups

New/Unduplicated Adults –
Report all Women, Men and Non-
Specified Gender adults (over 18)
who began receiving group
services from the program during
the specified reporting period.

Number of Surveys Distributed –
Report the number of surveys
that staff and volunteers gave to
clients. The goal is 90% of clients
that are in group will receive a
survey.* (NOTE: while the goal is
90%, DVP strongly recommends
providing surveys to 100% of
clients have accessed group
services.)

Number of Surveys Returned –
Report the number of surveys
that were completed and
returned by clients. The goal is to
have 75% of surveys returned.*
Do not include incomplete
surveys as returned. An
incomplete survey is one that
does not have both outcome
questions answered. [This
number is the basis to determine if the program reached the goals set forth by CDHS for the two FVPSA
outcomes.]

Domestic Violence Program Monthly Report

Section 3: Non-Residential Support Groups
Only complete this section if your organization offers Non-Residential Support Group Services

New Unduplicated Adults

Number of Surveys Distributed

Number of Surveys Returned

Number of Survivors Who Increased Their Strategies for Enhancing Their Safety

Number of Survivors Who Increased Their Knowledge of Community Resources

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** These goals were set using three quarters of data from the FY13 quarterly reports. These goals are subject to change
during the contract year.*

QUICK TIP FOR REPORTING
You do not have to submit the following data for the
monthly report:
- Community Involvement
- Crisis Intervention Phone Calls
- Shelter Occupancy
- Client Type
- Client Contacts
- Demographics
- Goals and Objectives

This information will be included on the Quarterly Report.

**Number of Survivors Who Increased Their Strategies for
Enhancing Their Safety** – Report the number of clients
that indicated on their survey that they have increased
their strategies for enhancing their safety. This is a
FVPSA Outcome Measure that is reported to C-Stat.

**Number of Survivors Who Increased Their Knowledge of
Community Resources** – Report the number of clients
that indicated on their survey that they have increased
their strategies for enhancing their safety. This is a
FVPSA Outcome Measure that is reported to C-Stat.

Section 4: Additional Information

Provide DVP any other additional information that would help us to understand the report being submitted. If there are any discrepancies in your data (for example if you distributed more surveys that allowed for the service area per DVP Data Collection Protocol), make sure to use this space to provide explanations. Additionally, use this space to provide any explanation for not meeting CDHS goals for the outcomes. Finally, if there is anything going on in your program that effects the distribution of surveys or the provision of services, please indicate in this section.

Domestic Violence Program Monthly Report

Additional Information

Is there anything else you would like DVP to know about this month's data before submitting? You will not be able to change any data on this form once it has been submitted.

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Submitting your report – once you have completed all data, click the submit button (circled in red) to submit the form to DVP. You may revise your report once submitted (see Appendix A). Once it has been submitted, this message should appear:

Domestic Violence Program Monthly Report

Thank you! Your report has been submitted to DVP. If there are any concerns or questions about your report, DVP will contact the Data Report Contact from the DVP Contact Form. If you have any further questions, please contact Chelsea Baldwin at Chelsea.Baldwin@state.co.us.

Create your own form

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You will also receive an email with your submitted responses. If you find an error after the report has been submitted contact Chelsea Baldwin at Chelsea.Baldwin@state.co.us or 303-866-3408.

HOW TO COMPLETE YOUR QUARTERLY REPORT

DVP has moved to collecting data from funded program via Google Forms. DVP will send the Data Report Contact (from the DVP Contact Form) information on accessing this form. Once you complete a page, click the "Continue" button to move on. The Google Form will not save your responses until you click submit. You will be able to edit your responses after submission (see Appendix A).

DVP Quarterly Report Form

Please fill out this form completely. If you have any questions, please consult the DVP Data Reporting Requirements Guide. The Guide can be found at www.colorado.gov/cdhs/dvp. Once complete, click the "submit" button.

Program Name

City/Town

Phone Number

Name of Individual Completing Report

Email of Individual

Program Contact Information

Quarter

Continue »

Program Contact Information – Complete the requested information pertaining to your program. These questions will be required to complete: you will not be able to complete the rest of the form until these questions are filled out.

Section 1: Community Involvement

Volunteers
New Volunteers and Board Members – these are individuals who provide a service to the program without pay or compensation other than normal business expenses, such as members of the Board of Directors, crisis line advocates, court volunteers, or fundraising or administrative volunteers. Do not count individuals who attend volunteer/new advocate training, but do not perform services on a voluntary basis. This is FVPSA required.

QUICK TIP FOR REPORTING

All volunteers must be counted as new once per year, beginning on October 1. The first quarter report should reflect all volunteers, regardless of when they began for the organization. **All volunteers are considered new effective October 1.**

DVP Quarterly Report Form

Section 1: Community Involvement

New Volunteers and Board Members

Volunteers and Board Member Hours

Community Education Presentations

Persons Attending Community Education Presentations

Youth Targeted Community Education Presentations

Persons Attending Youth Targeted Community Education Presentations

Community Awareness Activities

OPTIONAL - Describe/List topics of presentations and awareness activities

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Volunteers and Board Member Hours – these are the cumulative number of hours all volunteers perform services on behalf of the program including direct services and administrative volunteer. Hours must always be rounded to the nearest whole number. Be sure to count hours of service from board members. This is FVPSA required. *(DVP funded programs are required to keep volunteer timesheets for all volunteer hours. DVP suggests that volunteers submit timesheets at least quarterly.)*

Community Education Presentations

Community Education Presentations – these are presentations made by the program's staff or volunteers to community groups comprised of an audience of a mixed age. The presentations should reflect basic information regarding the program's services and/or domestic violence information or service training for professionals. Examples of community groups include, but are not limited to, students, women's clubs, teachers, civic organizations, law enforcement, court officials, batterer treatment programs, medical professionals, and victim advocates. Do not include media appearances. This is FVPSA required.

QUICK TIP FOR REPORTING When reporting on presentations and people attending presentations, one quick check before submitting your report is to make sure that the persons attending presentation numbers are greater than the number of presentations given.	**Persons Attending Community Education Presentations** – this is the total number of people who participated in the presentation above. This is FVPSA required. **Youth Targeted Community Education Presentations** – these are defined as presentations that are specifically targeted for audiences of children and/or youth, such as school-based prevention programs. This is FVPSA required.

Persons Attending Youth Targeted Community Education Presentations – this is the total number of youth who participated in the presentation as defined above. This is FVPSA required.

Community Awareness Activities – these activities are forums where the program distributes domestic violence information. For these activities, an exact count of the number of persons in the audience cannot be easily obtained. Examples include, and are not limited to press conferences, publication of awareness materials in news media, and booths at health fairs. For events that occur over multiple days, count only as one activity. Use the narrative questions to describe any events of particular significance. Do not count these activities in the community education presentations. This is FVPSA required.

OPTIONAL – if you choose, you may provide additional information about the types of presentations and awareness activities your organization does in this box. This is not required and is for informational purposes only.

<u>Section 2: Crisis Intervention</u>

Crisis Intervention Phone Calls – the number of incoming phone calls or incoming phone contacts made to the program's crisis phone line by a victim of domestic violence or on the behalf of a victim. Staff or volunteers may provide emotional support and/or safety planning to the caller. This is FVPSA required.

DVP Quarterly Report Form

Section 2: Crisis Intervention

Crisis Intervention Phone Calls

[ ]

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QUICK TIP FOR REPORTING DO NOT count information and referral phone calls or calls that are strictly administrative in nature, even if those calls come through the crisis line. While DVP greatly values this service, information and referral phone calls do not qualify as a crisis intervention phone call and should not be counted as such.

Section 3: Shelter Occupancy

Total Nights of Shelter – provide the total number of nights of emergency housing provided either at an onsite shelter managed by the domestic violence program, program-sponsored hotel rooms, and/or safe houses. Only count victims of domestic violence and their dependents. A night should be counted for each person that arrives and is provided a shelter bed. This is FVPSA required.

DVP Quarterly Report Form

Section 3: Shelter Occupancy

Total Nights of Shelter

[   ]

Unmet Requests – this question provides additional information regarding the reason why victims were turned away from shelter. It provides a better understanding of the need for resources to CDHS. Indicate the number of Adults and Children that were turned away in each category with the exception of the Lack of Capacity category. This is FVPSA and DVP required. Categories include and are defined as the following:

Lack of Capacity (ADULTS ONLY)

- This means there are no beds available for a victim of domestic violence; report only adults turned away.

Lack of Capacity (CHILDREN/YOUTH ONLY)

- This means there are no beds available for a child/youth accompaning a victim of domestic violence; report only children/youth turned away.

Family Size

- This means there are insufficient beds to accommodate the family. An example of this would be a family-of-six seeks shelter. The shelter is not full, however, there is only one bed available, therefore not enough room for the entire family. This is distinguished from "Shelter at Capacity".

Substance Abuse/Intoxication

- This would occur when an individual presents a severe substance abuse issue that the shelter cannot safely accommodate. This does not automatically mean that someone who is intoxicated would be excluded. A decision about housing an individual with a substance abuse issue should be based on the behaviors present coupled with safety concerns.

Unsafe Location

- This would occur if the perpetrator knew the location of the shelter, if the perpetrator lived near the shelter making it difficult for the victim to come and go unnoticed, if the perpetrator is a police officer and knew about the shelter location, or some other safety concern.

No Funding for Motel Vouchers

- If all available funding for motel vouchers were used, this would constitute an unmet request for shelter.

Mental Health Concerns

- These should be limited to concerns where the client's mental health cannot be reasonably accommodated at the shelter due to lack of staffing, privacy, or danger to self or others.

QUICK TIP FOR REPORTING

The only section that should have a separation of adults and children/youth is the Lack of Capacity category.
Be sure to count adults and children/youth together in the rest of the categories.

Not Domestic Violence Concerns

• Client in need of shelter is not a victim of domestic violence or domestic violence is not the pressing issue.

Domestic Violence not Imminent

• Client in need of shelter is a victim of domestic violence, but the violence does not present an imminent level of risk to the adult victim or the children.

Disability

• These should be limited to clients turned away due to the shelter's inability to make a reasonable accommodation for someone with a disability.

Pets

• These should be limited to clients where the shelter lacks the ability to make reasonable accommodations, does not have kenneling capabilities, a foster pet partnership with another organization, or if the client does not want to utilize shelter services because their pet cannot come with them.

Language Barrier

• These should be limited to clients where the shelter cannot make reasonable accommodation for someone whose native language is not English.

Lack of Transportation

• Client does not have a means to get to shelter nor is public transportation a viable solution either because it is not available or does not service the area where they live.

Other

• Any additional reason why shelter could not be provided for a victim. If "Other" is selected for an unmet request, please identify the reason and how many people it applied to if there are multiple "other" reasons for turning individuals away during the quarter.

Section 4: Client Type [FVPSA Requirement]

Residential – provide total numbers for each of the following categories: Women, Men, Children and Youth, and Non-Specified Gender. Each quarter count new, unduplicated clients based on the available categories.

> **DEFINITION**
>
> **Residential** – an individual who completes a shelter intake process to enter a residential facility, motel room, or safe home. For children and youth, they are counted as residential when their parent or guardian completes the intake process. This includes clients who utilize motels and/or safe homes. Do not count transitional housing clients.

Pets Sheltered – for this category, count the total number of pets that your program shelters in a given quarter. This category is specific only to programs that are able to provide the service of sheltering pets themselves. For purposes of this report, utilizing foster pet programs or collaborations with local shelters should not be counted.

Non-Residential – provide total numbers for each of the following categories: Women, Men, Children and Youth, Youth IPV, and Non-Specified Gender. Each quarter count new, unduplicated clients based on the available categories. [NOTE: Youth IPV is a Sub-category of Children & Youth. Make sure to count Youth IPV clients in both categories.]

Non-Residential

New/Unduplicated Women

New/Unduplicated Men

New/Unduplicated Non-Specified Gender

New/Unduplicated Children & Youth

New/Unduplicated Youth IPV

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DEFINITION

Non-Residential – defined as a victim of domestic violence who requires more from the program than crisis intervention or information and referrals. Non-residential clients do not reside in the program's shelter. Both children and adults may be considered non-residential. Do not count dependents of clients who do not receive direct services from the program as non-residential clients, even if the parent is a non-residential client. Do not count transitional housing clients or clients served in a batterer treatment program in this category.

QUICK TIP FOR REPORTING

All information provided in this section should pertain only to residential and non-residential clients.

Section 5: Client Contacts [FVPSA Requirement]

Individual Counseling and/or Supportive Services/Advocacy – report the total number of contacts for individual counseling and/or supportive services/advocacy for residential and non-residential clients including: Women, Men, Non-Specified Gender, Children and Youth, and Youth IPV.

DEFINITION

Individual Counseling and/or Supportive Services/Advocacy – these are grouped together to reflect the array of services that a program may provide for an individual client. Services include advocacy and therapy alike. This category is distinctly different from crisis intervention in that it goes beyond providing immediate crisis intervention assistance.

DVP Quarterly Report Form

Section 5: Client Contacts

Individuals - Individual Counseling and/or Supportive Services/Advocacy

Women

Men

Non-Specified Gender

Children/Youth

Youth IPV

Group Counseling

Women

Men

Non-Specified Gender

Children/Youth

Youth IPV

Activities for Children and Youth

Individual Activities

Group Activities

[« Back] [Continue »]

Group Counseling – report the number of group counseling contacts for residential and non-residential clients including: Women, Men, Non-Specified Gender, Children and Youth, and Youth IPV. Each quarter count new, unduplicated clients based on the available categories.

DEFINITION
Group Counseling – group counseling refers to the category of supportive services for two or more individuals, which can be facilitated by staff, volunteers, and/or peers. Types of support groups include women's support group, men's support group, children's group, or financial assistance group.

Activities for Children and Youth
Individual Activities – report the total number of contacts for residential and non-residential children/youth for any individual activities that fall outside of child advocacy including unplanned/unstructured contacts such as mentoring opportunities.

Group Activities – report the total number of contacts for residential and non-residential children/youth for any group activities that fall outside of child advocacy or the definition of Group Counseling. This includes recreational activities, childcare, etc.

QUICK TIP FOR REPORTING
The number of client contacts will most often exceed the total number of new/unduplicated clients. Keep in mind that the number of client contacts should never be less than the number of clients.

Section 6: Demographics [FVPSA Requirement]

QUICK TIP FOR REPORTING
All information provided in this section should pertain only to residential and non-residential clients for both Adults and Children. Only count new/unduplicated clients.

Age – report the number of residential and non-residential clients that fall into each age category (0-18, 19-24, 25-59, 60+, or Unknown/Not Asked). This number should equal the total number of new/unduplicated clients served during the reporting period (including adults and children).

DVP Quarterly Report Form

Section 6: Demographics

Age

0-17

18-24

25-59

60+

Unknown/Not Asked

Race/Ethnicity – report the number of clients (adults and children) that fall into each race/ethnicity category (African American/Black, Anglo (not Hispanic/Latino), Asian, Pacific Islander/Native Hawaiian, Hispanic/Latino, Native American/Alaskan Native, Other, Unknown/Not Asked). Clients may self-identify with more than one race/ethnicity so the total number of this section may exceed the number of new/unduplicated clients served during the reporting period.

Underserved Populations
Limited English Proficiency – report the individuals who are not fluent in the English language and whose communication needs are best met through their primary language, other than English.

Race/Ethnicity

African American/Black

Anglo (Not Hispanic/Latino)

Asian

Pacific Islander/Native Hawaiian

Hispanic/Latino

Native American/Alaskan Native

Other

Unknown/Not Asked

Underserved Populations

Limited English Proficiency

Live in Rural Areas

Self-Identified Disability

Same-Gendered Intimate Partners

Transgendered or Intersex

Live in Rural Areas – report the individuals whose primary residence is in any location other than metro Denver, Colorado Springs, Ft. Collins, or Grand Junction.

Self-Identified Disability – report the individuals who self-identify a physical or mental condition that limits one or more life activities. Disabilities may include, but are not limited to: mobility impairment, cognitive impairment, learning disabilities, mental health conditions, and vision, hearing or speech impairments. For further information, please contact the Domestic Violence Initiative for Women with Disabilities at 303-839-5510.

Same-Gendered Intimate Partners – report the individuals who self-report that their abusive partner is the same gender as they are. For further information, please contact the Colorado Anti-Violence Program at 303-839-5204.

Transgendered or Intersex
- **Transgendered:** report the individuals who identify as a different gender than the one they were assigned at birth. If serving transgender individuals who are not victims of domestic violence, do not count them. For example, a program that shelters transgender individuals because it is unsafe for them in a traditional homeless shelter, should not count these individuals on the DVP report.
- **Intersex:** report the individuals who self-report as biologically somewhere in the middle of the continuum between male and female. This may be a person whose genitalia are not easily classifiable as male or female. Individuals can also be intersex in their chromosomal make-up, hormone levels, or internal reproductive organs.

Relationship Type
Since DVP receives funding from marriage and civil union fees as well as divorce filing fees, we ask that you report on relationship type for each adult client.

Single – report the number of adult and Youth IPV clients that self-identify as Single.

Married – report the number of adult and Youth IPV clients that self-identify as Married.

Civil Union – report the number of adult and Youth IPV clients that self-identify as being in a Civil Union.

Co-Habitating – report the number of adult and Youth IPV clients that self-identify as Co-Habitating.

Share a Child in Common – report the number of adult and Youth IPV clients that self-identify as Sharing a Child in Common.

Divorced – report the number of adult and Youth IPV clients that self-identify as Divorced.

QUICK TIP FOR REPORTING

In this section, only report on ADULT and YOUTH IPV clients. DO NOT include children/youth in this section. This is only how clients self-report their relationship status. There should only be one relationship status per Adult and/or Youth IPV client.

Dating – report the number of adult and Youth IPV clients that self-identify as Dating.

Other – report the number of adult and Youth IPV clients that self-identify as a relationship type other than the categories above.

Section 7: Goals and Objectives

In this section, please report on the progress made by your organization towards the goals and objectives identified in your application. If you need to change/modify your goals and/or objectives during the contract year, contact Chelsea Baldwin at Chelsea.baldwin@state.co.us.

Process Objective Progress – Report on the progress made for your Process Objective. This should be a cumulative (or running) progress report with year-to-date data. Ex: During the first quarter, our program provided 200 nights of shelter (25% of goal) to 20 women (25% of goal) and 30 children (25% of goal).

Impact Objective Progress – Report on the progress made for your Impact Objective. This may be a cumulative (or running) progress report with year-to-date data. Ex: During the first quarter, 91% (goal was 90%) of clients surveyed reported increasing their knowledge of community resources.

Do you have any concerns with reaching your goals and objectives for this contract year?
Identify any concerns or issues you have for the quarter regarding meeting your goals and objectives.

Section 8: Additional Information

Variations in Data – this optional field provides an opportunity to explain why data is significantly higher or lower than an average month. Use this section to explain anomalies, trends, and/or observations that may have resulted in skewed data reporting for the quarter.

Additional Information – provide DVP with any other additional information that would help us to understand the report being submitted. This field is also optional.

Submitting your report – once you have completed all data, click the submit button (circled in red) to submit the form to DVP. You cannot revise your report once submitted. Once it has been submitted, this message should appear:

DVP Quarterly Report Form

Section 8: Additional Information

Please explain any variations in data, including data that is significantly higher or lower than a typical quarter. Provide an explanation for the difference.

Any additional information pertaining to data and quarterly reports.

« Back   Submit

Never submit passwords through Google Forms.

DVP Quarterly Report Form

Thank you! Your report has been submitted to DVP. If there are any concerns or questions about your report, DVP will contact the Data Report Contact from the DVP Contact Form. If you have any further questions, please contact Chelsea Baldwin at Chelsea.Baldwin@state.co.us.

You will also receive an email with your submitted responses. If you find an error after the report has been submitted contact Chelsea Baldwin at Chelsea.Baldwin@state.co.us or 303-866-3408.

DEFINITIONS

Advocacy – Advocacy is defined as assisting the survivor with increasing his/her knowledge of resources and strategizing how to achieve things. This includes acting on behalf of or in conjunction with a survivor in obtaining needed resources, with the survivor leading the process as the central framework. Advocacy is a type of problem solving designed to protect rights and access needed resources with a focus on self-determination.

Children & Youth – a male or female dependent of a victim of domestic violence who is 0 to 18 years of age, unless legally emancipated. Only count children and youth who directly receive services from the program. If a client has children, but they do not directly receive services, do not count them.

QUICK TIP FOR REPORTING

REGARDING COUNTING CHILDREN & YOUTH – count all youth who receive services from the program in the Children and Youth Category. Count those who directly experience intimate partner violence and receive services in the Youth IPV category. Where youth under the age of 18 identify as victims of IPV, count them as a subset of the Children and youth category. For example, if the program served 10 children and youth with their victim parent and 2 youth who experienced intimate partner violence, report 12 children and youth served and 2 youth IPV served.

Client – an individual (woman, man, non-specified gender, child, or youth) who receives services directly from the program and who is a victim of domestic violence or an adult's dependent child(ren) who receive domestic violence-related services directly from a DVP-funded program.

Contacts – the actual number of times a client receives a particular service in the categories of Individual Support Services, Advocacy, Counseling or Group Counseling, either in person or via telephone. Some clients will receive a service once, while others may receive the same service multiple times. A contact should be recorded each time such a service is provided to a client for as many times as that client receives the service(s). Because each client that is being counted will have at least one service contact, the total number of contacts must be equal to or greater than the total number of clients that receive each service. If providing multiple contacts throughout the day to the same client, count as just one contact unless the topic of the contact changes.

Counseling – Counseling is defined as a focus on the effects of the abuse. Counseling is inward focused, based on looking at an individual and his/her perspective, emotional well-being, and skills for relating with others. Counseling is therapeutic in nature with defined provider/client roles and particular therapeutic procedures for working together.

Group Activities for Children and Youth – this includes all activities that fall outside of child advocacy including recreational activities, childcare, etc.

Group Counseling – Group counseling refers to the category of supportive services for two or more individuals, which can be facilitated by staff, volunteers, and/or peers. Types of support groups include women's support group, men's support group, children's group, or financial assistance group.

Individual Activities for Children and Youth – this includes all activities that fall outside of child advocacy including unplanned/unstructured contacts such as mentoring opportunities.

Individual Counseling and/or Supportive Services/Advocacy – these are grouped together to reflect the array of services that a program may provide for an individual client. Services include advocacy and therapy alike. This category is distinctly different from crisis intervention in that it goes beyond providing immediate crisis intervention assistance. Services counted in this category should focus on listening and problem solving with the client, developing safety plans, assisting in negotiating or brokering services on the client's behalf, accompanying the client to a services such as TANF or Court, and any other services needed by the client that are directly provided by your program.

Intersex: defined as a person who is biologically somewhere in the middle of the continuum between male and female. This may be a person whose genitalia are not easily classifiable as male or female. Individuals can also be intersex in their chromosomal make-up, hormone levels, or internal reproductive organs.

Limited English Proficiency – defined as individuals who are not fluent in the English language and whose communication needs are best met through their primary language, other than English.

Live in Rural Areas – defined as individuals whose primary residence is in any location other than metro Denver, Colorado Springs, Ft. Collins, or Grand Junction.

Men – victims of domestic violence who self-identify as male, regardless of legal gender or the sex assigned at birth, who is 18 years of age or older.

New/Unduplicated – the designation given to a person who begins receiving services from the program, or volunteer who begins providing services to the program, during the specified reporting period. All clients who contact the program for the first time are counted new once per calendar year. New clients are unduplicated, meaning they cannot be counted multiple times, unless they move from one population to another. The number of times a client receives a particular service will be counted in a different section of the report.

> **QUICK TIP FOR REPORTING**
>
> All pre-existing clients, victims, or volunteers are counted as new each October 1st, regardless if they were new in a previous reporting period or regardless when their association with the program began.

Non-Residential – defined as a victim of domestic violence who requires more from the program than crisis intervention or information and referrals. Non-residential clients do not reside in the program's shelter. Both children and adults may be considered non-residential. Do not count dependents of clients who do not receive direct services from the program as non-residential clients, even if the parent is a non-residential client. Do not count transitional housing clients or clients served in a batterer treatment program in this category.

Non-Specified Gender – victims of domestic violence who self-identify as neither a woman nor a man, prefer not to identify with one specific gender, or whose gender is unknown. Do not count transgender individuals in this category. They will be counted in Section 7.

Residential – an individual who completes a shelter intake process to enter a residential facility, motel room, or safe home. For children and youth, they are counted as residential when their parent or guardian completes the intake process. This includes clients who utilize motels and/or safe homes. Do not count transitional housing clients.

Self-Identified Disability – defined as a self-identified physical or mental condition that limits one or more life activities. Disabilities may include, but are not limited to: mobility impairment, cognitive impairment, learning

disabilities, mental health conditions, and vision, hearing or speech impairments. For further information, please contact the Domestic Violence Initiative for Women with Disabilities at 303-839-5510.

Same-Gendered Intimate Partners - defined as individuals who self-report that their abusive partner is the same gender as they are. For further information, please contact the Colorado Anti-Violence Program at 303-839-5204.

Transgendered: defined as an individual who identifies as a different gender than the one they were assigned at birth. If serving transgender individuals who are not victims of domestic violence, do not count them. For example, a program that shelters transgender individuals because it is unsafe for them in a traditional homeless shelter, should not count these individuals on the DVP report.

Women – victims of domestic violence who self-identify as female, regardless of legal gender or the sex assigned at birth, who is 18 years of age or older.

Youth IPV – individuals under the age of 18 who experience intimate partner violence. These youth are abused directly by a current or former intimate partner.

OUTCOME MEASUREMENTS

Effective October 1, 2008, DVP-funded programs are required to submit outcome measurement results. Please review the information below prior to collecting outcome data. The requirement is in response to requirements set forth by the Family Violence Prevention and Services Act (FVPSA) Funding, which is the largest source of funding administered by DVP.

FVPSA requires that the state of Colorado collect and report on two outcome measurements that relate to survivor experiences. These measure changes in survivor's knowledge, skills, behaviors, and life circumstances as a direct result of the services they receive at a community-based domestic violence program. The two outcome measures that are tracked are:

1) The number of survivors who have increased their strategies for enhancing their safety; and,
2) The number of survivors who have increased their knowledge of available community resources.

To collect this data, DVP-funded programs are required to request that survivors complete surveys to evaluate their experiences with the funded program. Report data only if it is collected directly from survivors. Survivors must report the outcome measures in the form of an anonymous survey. Survey templates are available on the DVP website in English and Spanish (www.colorado.gov/cdhs/dvp - click on "For Funded Programs").

DATA COLLECTION PROTOCOL

Distribution of Surveys
The distribution process is different based on the type of service the client accessed. Program staff are responsible to distributing surveys to clients.

Residential Clients – DVP has set a goal of 80% of residential clients be surveyed. DVP recommends that this occurs a few days prior to exit or be done based on average length of stay. Your program may choose a different distribution method, but DVP strongly encourages programs attempt to distribute surveys to 100% of clients to avoid selection bias.

Non-Residential Clients –
- **Support Groups:** DVP recommends programs survey once per month all group members who are present. Only report those surveys that clients indicate they have not filled out the survey before.
- **Individual Counseling and/or Supportive Services/Advocacy:** DVP *recommends* programs survey clients after three sessions and/or meetings. Each session/meeting may have a different purpose. For example: the first meeting you have with a client is the intake, the second is a 15 minute advocacy phone call, and the third is a counseling session. However, DVP recognizes there are many programs/services that do not have three meetings as part of their services (i.e., a legal advocacy program may only meet with a client once). Therefore, programs may distribute surveys in such ways that fit their program.

> **QUICK TIP FOR REPORTING**
> Only count completed surveys for purposes of completing the Monthly Report for DVP.

Return of Surveys
Programs often experience difficulties in clients returning surveys. If you need assistance with this topic, please contact DVP or the Technical Assistance Providers. Additionally, only report COMPLETED surveys to DVP. If a client only answered one question on the survey, it is not considered complete for DVP reporting purposes.

Using the Template

There is only one template for all residential and non-residential programs to use. On the template there is an opportunity for the client to identify the service they have received. Each survey template will include the two FVPSA outcome questions that ask if survivors have increased their strategies for enhancing their safety and their knowledge of available community resources. If DVP-funded programs choose to modify the surveys, they may do so at their discretion provided that the two required questions remain on the survey and that surveys are distributed in accordance to the protocol established above. Funded programs that use their own survey methods may simply add the required questions to their own surveys. Be sure that any surveys distributed to survivors is as simple and clear as possible so that survivors do not feel overwhelmed with requests for information. The survey templates are also available in Spanish.

When to Collect

The timing of data collection depends on the type of service provided. Do not collect data when survivors are in immediate crisis. Collect the data often enough so that survivors who receive short-term services are counted

QUICK TIP FOR REPORTING
DO NOT distribute formal surveys to clients in crisis!

and you allow enough time to pass that change has occurred, but don't collect so often that it becomes a burden to clients. Questions have been added to the beginning of each survey to assist clients with determining whether they should fill out the survey. This is will assist DVP in collecting more reliable and unduplicated data.

Survivor Buy-In

Anytime surveys are distributed to survivors, be sure that staff explains the purpose of collecting this information. Survivors should be made aware how the program will use the information they report. Stress to survivors that completing the survey is strictly voluntary and that they may skip any questions they do not feel comfortable answering. Make survivors aware of steps the program will take to protect survivor anonymity. Make a show of appreciation to any survivor who completes a survey. Many survivors will appreciate the opportunity to give feedback, especially if they know if it will be taken seriously and the program will use the results to enhance services.

Survivor Anonymity

To protect anonymity, have survivors use the same pen or pencil and ask them to deposit the surveys in a sealed envelope or a locked box. If possible, assign different staff members or volunteers to distribute the surveys and review the survey results. Survivors need to feel that no one will look at their form in the near future. Survivors need to feel that they will not be identified in their survey. Inform survivors that the box or the envelopes are only opened once per quarter. If a survivor has a disability and needs someone to read the survey to them, be sure that the person who is assisting with the survey is not the same person who delivered services to the survivor.

Additional Tips

1. Copy enough blank forms so that they are readily available to staff. Place them in a visible location as a reminder for staff.
2. For collecting data from a support group, end a session a few minutes early and pass out the surveys. The group facilitator should leave the room while the survivors complete the surveys.
3. Do not use the survey outcomes to supervise staff or to obtain information regarding staff performance.
4. Use the DVP narrative report to explain any difficulties in obtaining data from surveys.

DATA REPORTING FAQ

DVP provided webinars regarding the Data Reporting Requirements in September 2013. The slides and audio can be found on the DVP website: www.colorado.gov/cdhs/dvp. The following are frequently asked questions from the DVP Data Reporting Requirements Webinar and funded-program emails and calls.

Monthly Reports

Q. Would you like us to use a particular formula for average length of stay?

A. To determine Average Length of Stay: Total number of nights of shelter / total number of exiting adults.

Q. Just to clarify: there are no children/youth served or child/youth surveys on the Monthly Report?

A. Correct, you do not need to provide any data regarding children on the Monthly Report. The surveys are intended for adults only and that is the only information needed for the Monthly Report.

Monthly versus Quarterly Reports

Q. Do you only want the number of clients only and not the other demographic information pertaining to those clients (age, race) on the Monthly Report?

A. You do not need to report monthly on client demographics. However, this information will be reported on in the Quarterly Report.

Q. So, if we provide services to children, we count them on quarterly form, but not the monthly one?

A. Correct, you will count children/youth quarterly only. The monthly form is only for adult outcome data.

Q. If we serve primarily residential clients, will we still being doing monthly reports on non-residential data? Or could we save for quarterly reporting?

A. You will need to provide outcome data for residential and non-residential clients for the Monthly Report if your program provides both residential and non-residential services.   Additionally, you will need to provide data for residential and non-residential clients for the Quarterly Report.

Q. Will the monthly and quarterly be separate forms every time - or will the quarterly include the monthly as well?

A. There are two separate links for the Monthly and Quarterly Reports.

Data Collection

Q. You say unduplicated adults. What if we have a past victim that needs our services again? Does he/she count?

A. The client would be considered new/unduplicated as of October 1, 2013 on both the Monthly and Quarterly Reports. If the client returns for the same services after that date, they will not be

counted as a new/unduplicated client on the Monthly Report or the Quarterly Report (under Section 4: Client Type). You can count number of advocacy/counseling sessions and group sessions for duplicate clients on the Quarterly Report (under Section 5: Client Contacts).

Q. If a client enters and exits the shelter twice in the month, how would you like that recorded?

A. For DVP reporting purposes, the client would only be counted as a new/unduplicated residential client the first time they enter shelter. Additionally, you would count the client as exiting twice, but you would not be required to survey that person the second time they exit.

Q. So how do you count someone who started services in one month but finished their third visit in a second month?

A. The client would be counted as New/Unduplicated for the month they started the service for both the Monthly Report and the Quarterly Report. You would then only count clients that finished their 3rd visit in the month they completed their 3rd visit on the Monthly Report. For example, you had a client begin services in November; they had a second meeting with an advocate in December; and finally the client came in for a counseling session in January. This means that you would count the client as new/unduplicated in November and count the client in the "Attended Three Meetings/Sessions" category in January.

Q. Does this mean that we will be reporting both on the number of clients attending support group and the number that have attended at least 3 groups each month?

A. No, you will only have to track the three sessions total for advocacy/individual counseling. Groups need to be surveyed monthly – regardless of the number of sessions they have attended. Group "contacts" will be counted on the Quarterly Report, but is reported by the TOTAL number of contacts.

Q. If a "new" client comes to us for residential services, then exits and returns 3 months later for support group services, do we count them "new" again since they are coming for a different service?

A. Correct, this client would be considered new since they are coming for a different service.

Surveys

Q. We use some of the other survey questions for other grants - rights/options, etc. Can we continue to use the other survey forms as long as the 2 FVPSA questions are always included? This eliminates survivors having to complete multiple surveys.

A. Yes, you can absolutely use which ever survey is most useful to your program as long as you are following the Data Collection Protocol and have the two FVPSA outcome measure questions on the survey.

Q. When are we supposed to survey groups? Do we have to wait for a client to attend three group meetings?

A. No, according to the DVP Data Collection Protocol, programs should survey support groups once per month all group members who happen to be present.

Q. My program has distributed more surveys to clients in shelter than have exited.

A. DVP understands that there can be times when this may happen (for example, if you provide a survey to a client you think is leaving and they decide not to leave or you provide a client a survey on the last day of the month and they leave the next day on the first of the following month). Please provide DVP with this information in the Additional Information section of your monthly report. If this information is not in that section, DVP will follow up via email to the Data Report Contact for more information.

Q. My program has distributed more surveys to clients in nonresidential individual counseling/ supportive services and advocacy than have had three meetings.

A. As DVP is no longer requiring surveys be given out after three meetings/sessions, this will not be a problem for DVP reporting purposes. However, please provide DVP with the distribution method used by your program in the Additional Information section of your monthly report. If this information is not in that section, DVP may follow up via email to the Data Report Contact for more information.

Due Dates

Q. If the 20th falls on a weekend, do we submit the following business day?

A. Yes, if the 20th is a weekend or holiday, submit the report on the following business day.

Volunteers

Q. Do we count people who volunteer at agency fundraisers?

A. Yes, and please keep timesheets for these volunteers as well.

Q. What if a potential volunteer trained and they did not become a volunteer?

A. Do not count this person as a volunteer unless they actually serve the organization. You can count them as a person attending a community education presentation.

DVP Client Complaints

Q. Is it appropriate to make clients aware of DVP website as a way to contact DVP with complaints?

A. Yes, the Citizen Complaint Form and Instructions is now posted on the website. DVP is also looking for this information to be included on program grievance policies during site visits.

Back-up Documentation and Case Files

Q. What if services, etc. are maintained in Alice? (regarding case file review at site visit)

A. We would ask for a print out of the file, redact any identifying information and allow DVP to view.

Q. Are the case files for both non-residential and residential clients?

A. Yes, we ask for both residential and non-residential files during a site visit if the funded program provides both services.

Q. What do you consider a safety plan?

A. This is still a work in progress. For now, all we ask for is that your program documents that an advocate discussed safety planning with each client at minimum. DVP does not currently have a formal requirement.   If sample safety plans are needed, DVP can provide tools.

Q. Does it have to be a written safety plan?

A. Not at this time, but this may change.

Q. Would we need to change our client files if currently we track all client information (Both residential and non-residential) in one file?
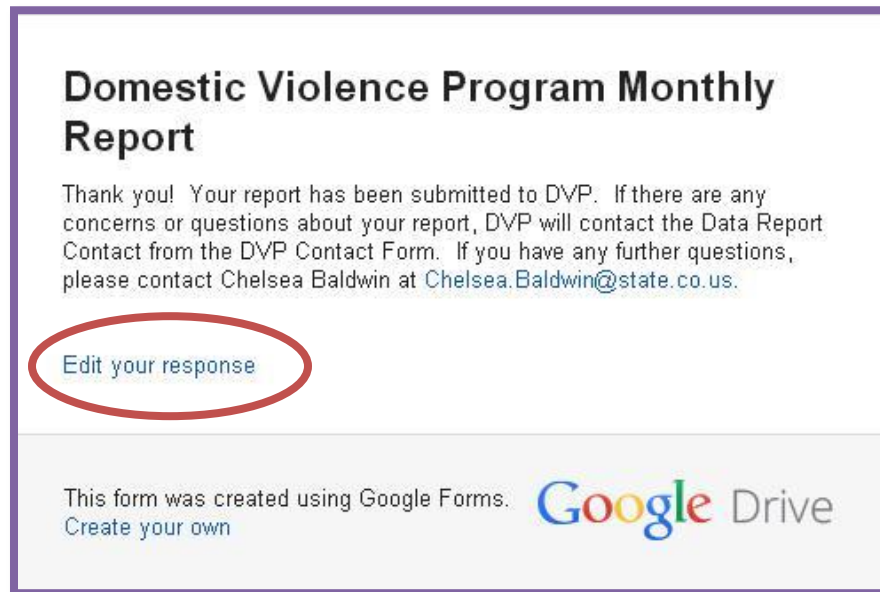
A. You do not have to change the way you keep the files. Having one file for one client is okay.

Q. How long do we have to keep client files?

A. CDHS contract requirements state that you must keep client files for a minimum of three years.

APPENDIX A – HOW TO EDIT AND SAVE MONTHLY AND QUARTERLY REPORTS

After submitting your program's report, you can click on the "Edit your response" button (circled in RED below).

This will take you back into your form with your saved answers. Click on the URL bar at the top of the webpage once in your form to highlight the whole address. Copy and save the address to a Word or Text document and use for later reference to your form or to make changes. *Do not save the link in the yellow box at the top of the page - that is the link for the blank form.* Be sure to contact Chelsea Baldwin at Chelsea.Baldwin@state.co.us any time you make changes to your form.

APPENDIX B – SAMPLE CLIENT SURVEY

Thank you for your help in completing this survey. Although doing this is voluntary, your answers to these questions will help us and other domestic violence programs improve our services. Please answer honestly and on your own—there is no right or wrong answer to these questions. Your answers are anonymous and very important to us.

1. Is this your first time completing a survey for services at **<PROGRAM NAME>**? (Please circle your answer)

    Yes ⟶ Please continue to the questions below.

    No ⟶ Please see the staff person who gave you the survey to see if enough time has passed since your last survey.

    I'm not sure ⟶ Please see the staff person who gave the survey and let them know. They'll help you decide whether or not to continue.

2. **Because of my experience in:** (check the box that applies to you, then circle yes or no for the statements below)

    ☐ Shelter   ☐ Counseling/Advocacy   ☐ Group Support   ☐ Other:

    Yes   No   I know more ways to plan for my safety.   **Yes   No**   I know more community resources.

3. The following list describes different types of services you may have wanted, and may have received while you were receiving services from **<PROGRAM NAME>**. Everyone wants and needs different things, so there are no "right" answers. Please rate each of the items on the list according to the help you received with:

3	I got all of the help of this kind that I wanted	2	I got some of the help of this kind that I wanted	1	I wanted this kind of help, but I didn't get any	0	It doesn't apply to me—I didn't want or need this

_____ Safety for myself

_____ Safety for my children

_____ Learning about my options and choices

_____ Paying attention to my own wants and needs

_____ Paying attention to my children's wants and needs

_____ Understanding about domestic violence

_____ Safety planning

_____ My abuse-related injuries

_____ Leaving my relationship

_____ Support from other women

_____ Counseling for myself

_____ Counseling for my children

_____ Emotional support for myself

_____ Dealing with my feelings that upset me

_____ Reconnecting with my community

_____ Keeping access to my faith community

_____ Ideas for handling stress in my life

_____ Connections to other people who can help me.

_____ Responding to my children when they are upset or causing trouble

_____ Other (what?):

_____ Transportation

_____ A job or job training

_____ Education/school for myself

_____ Education/school for my children

_____ Health issues for myself

_____ Health issues for my children

_____ Budgeting and handling money

_____ TANF (welfare benefits)

_____ Other government benefits

_____ Child protection/welfare system issues

_____ Finding housing I can afford

_____ Childcare

_____ Legal system/legal issues

_____ Order of protection

_____ My abuser's arrest

_____ My own arrest

_____ Custody or visitation questions

_____ Divorce-related issues

_____ Immigration issues

Thank you again for completing this survey! When you are finished, put this survey in the addressed envelope you were given and seal it. Then mail it or place it in the designated locked box as directed by program staff.